

OrderPro Tip Sheet

What is OrderPro?

OrderPro is a PC-based software application used during a Meridian 1 to Succession 3.0 upgrade to translate a PBX's current capabilities/capacities to their equivalent in the new Customer Value Software Delivery (CVSD) structure. The translation is based on information OrderPro gathers by querying the Meridian 1 system - hardware and software.

OrderPro generates reports that contain the new software structure result information, and well as a summary of the configuration information captured from the system.

What release of OrderPro is required to upgrade to Succession 3.0?

Effective November 14, 2003, release 6.0.10 is the minimum required release.

When do I need to Use OrderPro?

OrderPro is used only for upgrades to Succession 3.0 or later for all large and small Meridian 1 systems running Meridian 1 Release 15 and later. OrderPro is used only once per Meridian system to perform the initial translation to CVSD and is not required for future upgrades or expansions.

OrderPro usage is **NOT** required for:

- New systems
- Succession 1000 Release 1.0/2.0 systems upgrading to Succession 3.0
- Any system already on the CVSD software structure whether the system is being expanded or upgraded
- Meridian 1 Pre-Release 15 upgrades to CVSD – OrderPro does not support Release 14 or earlier. A simple manual process is employed for those upgrades.
- Branch Office systems

What is the OPI file?

OrderPro creates an encrypted file with a .OPI extension that is a component of the software upgrade ordering process. The .OPI file contains the equivalent ISM values and Software Service Level. The .OPI file is sent to Nortel Networks and is used to create the upgrade keycode and to update the software history database.

- Channel partners must send the encrypted OrderPro (.OPI) file to Nortel Networks via FTP, the web (using Internet Explorer), or by E-mail with every Release 15 and later upgrade order.
- Purchase orders for upgrades to Succession 3.0 must reference the corresponding .OPI filename in the text of the order to be executed by Nortel.
- The purchased quantity of the "Upgrade to Succession 3.0" code on the upgrade purchase order must match the Upgrade Quantity exactly, as output by OrderPro in the Summary Report.
- .OPI files eliminate X11 software order forms to translate from Meridian 1 to Succession 3.0.

What is the correct format of the OPI filename?

serial#_ddmmyyyy_hhmm.OPI (e.g. 12345678_10272003_1901.OPI)

What methods do I have for sending the OPI file to Nortel Networks?

- Use the FTP Send function built into OrderPro
- Use your Web browser (outside of OrderPro)
<http://ftp4.nortelnetworks.com/opi/upload.asp>
User name: opi Password: opi1
- E-mail the file to Nortel at OPUpload@nortelnetworks.com

Where can I obtain more information on OrderPro?

For additional details and supporting documentation for OrderPro, visit the OrderPro Partner Information Center website at www.nortelnetworks.com/orderpropic.

How do I get technical support for OrderPro?

OrderPro support is available via the Meridian Configuration Tools support line at 1-800-4NORTEL, Express Routing Code 7103.

How do I dial into a PBX using OrderPro?

1. Insure OrderPro is installed on your PC.
2. If this is the first time to run the OrderPro Program after installation, re-boot the computer before attempting an extraction.
3. Determine the COM port used by your modem. Most external modems use COM port 1. Internal modems use COM 2, 3, 4 etc....
4. To determine your COM port:
 - Go to the Control Panel
 - Select Phone & Modem Options (Win 2000, other OS's may vary slightly)
 - Open the Modems folder. The modem and COM port will be identified.
5. You can verify that the modem is working by using HyperTerminal or ProCom. At the main screen of either Program type in AT and hit enter. If the modem is communicating properly you will see OK returned on the screen.
6. Open the OrderPro program and click on Extract.
7. In the Connection Details screen click on Configure and make sure the COM port used by OrderPro is the same as the COM port identified in step 3 above. **OrderPro defaults to COM 1 so it is very important to change this if you are using another port.**
8. Verify that the settings for speed parity and data bits match the modem on the far end. Enter the User ID (if used, if not leave blank) and the PBX password in the provided windows. Also enter the dial in number for the PBX modem. At this screen you can also enter the file name for the data about to be extracted from the PBX.
9. Click on OK. This will open the PBX Terminal Screen. In this screen select Call from the top menu. From the drop down box select Dial. This will dial the number you have entered in the previous screen. You will see the ATDT modem command appear on the screen and when connected will get a "Connected at 9600" message. (message will reflect the connection speed).
10. If there is an SEB connected to the switch you should enter the password at this point. Make sure there is a blinking cursor on the screen and type in the SEB password. *(If there is no cursor blinking left click on your mouse and it will appear on the screen.)* **You can use modem scripts to take care of this function if preferred. Refer to the OrderPro User Guide for information about using modem scripts.** You will not see any data reflected on the screen when you enter the SEB password. If the password is correct you will get the menu from the SEB on the screen. At this point you will have to make selections from the menu. Prior knowledge of what is expected will be required.
11. Once the SEB has answered and you have entered the proper information, select Call again and then select Login from the drop down box. This will use the info entered in step 8. Once the login is completed then select Data Extraction from the Call drop down box. You will see a small window open up and the data extraction process will start. After a short time the small window will close and the process will be shown on the main screen.
12. The extraction process can take from 5 – 45 minutes depending on the size of the PBX and the connect speed. After the process is completed you will get a message to this effect. You should now logout of the PBX using the dropdown box under Call. At this point follow the information in the User Guide or refer to the Technical Training Presentation slides. If there are error messages related to .LOG files use the information to clean the .LOG file. See **NOTE** below.
13. Exit the screen and you will be back on the Main screen of OrderPro. The next step is to select LOAD and the data will be saved and converted to an OPI file. Use the Save and Send button to save the file and send to Nortel. If there is a problem with sending the file to Nortel use the information on page 1 of this document to send via other methods.

NOTE: If the .LOG file will not run due to error messages, then the .LOG file may require cleaning. The process of cleaning a .LOG file can be made easier if you open the log file using Microsoft Word instead of Notepad. (The .LOG file is displayed in a neater method and errors and blank spaces or missing data can be seen more clearly). To open a file with Word right click on the .LOG file icon and select "Open With". From the window select Microsoft Word and use the defaults from the settings screen that appears. Once the problems have been corrected use the SAVE command. Click "Yes" to save it. **Do not use the 'SAVE AS' command.** (This will add a .doc extension to the file and it will not load in OrderPro as a .doc file. You will get an error message relating to saving correctly).

What are the common modem or connection problems for troubleshooting?

Problem: Call the dial in number but never see any feedback from the switch and then get a **No Carrier** message on the screen.

Possible Cause and Solution: Verify the settings for Speed, Data bits, and Parity match those on the far end modem. May need to experiment with settings to get the modem to communicate. **The No Carrier** message means that the two modems could not complete the hand-shaking process and dropped off.

Problem: Can start the extraction but it stops before completing or gets garbage data on the screen.

Possible Cause and Solution: There are several things that can cause this problem. Modem settings for data bits or parity can cause these types of errors. Verify that the settings on both modems are the same. This can also be caused by faulty modems. Changing out the modem may correct this problem. If settings are correct try dialing into the switch from another PC with OrderPro installed. Another solution would be to install another modem in this PC or connect using an external modem on COM 1. If the parity settings are mis-matched you will get an error box during the extraction saying that there is a parity error. A common mis-match is Even on one end and None on the other.

Problem: Cannot dial into the switch using OrderPro but can connect using HyperTerminal or ProCom.

Possible Cause and Solution: Verify that the COM port used by OrderPro is the same as attached to the modem used to dial the call. OrderPro defaults to COM 1 and sometimes it will defer back to this setting. Verify that the settings used with ProCom or HyperTerminal are the same as used by OrderPro.

Problem: Cannot get the SEB to respond to the password entered into OrderPro.

Possible Solution: Make sure that there is a blinking cursor on the OrderPro screen before entering the SEB password. If there is no cursor blinking, left click on the mouse and the cursor should appear. Verify that the password is correct. Remember that it may be case sensitive. If using Modem scripts try entering the password manually. If the manual entry works the script needs to be corrected.

Problem: Can dial into the switch and start the extraction but during the process it fails and receive error message that a certain Overlay Program (LD 97 for example) cannot be accessed.

Possible Solution: This is usually caused by the User ID used to login to the switch. Users can be restricted from accessing certain programs. If the User ID does not allow access to the program then OrderPro cannot access it either. Be sure and use a login ID that allows access to all programs.

Problem: When I select the Extract option on OrderPro main screen, I get a message that says COM port 3 not available. (number may vary)

Possible Cause and Solution: This generally means that the telephone line connected to the modem is busy. If program was previously connected verify that the modem completed the hang-up process.

Problem: Can connect and run the data extraction process successfully but it takes an excessive amount of time to complete the process.

Possible Cause and Solution: Excessive extraction times are usually a direct result of the connection speed. Some PBX modems have been installed for many years and may be of the slower variety, e.g. 300, 1200 and 2400 baud. If these can be updated to faster speeds, the connection times will decrease. It probably won't make much difference on an Option 11C with 300 users but it can slow down an Option 81C with 5000 users. Technicians on the switch end can possibly change out the modem or change the speed settings.